

An orange tote bag filled with green leafy vegetables, likely spinach, is positioned on the right side of the image. The bag features a logo that reads "BEYOND HUNGER" in a stylized, multi-colored font. The background is a light-colored, textured wall made of rectangular blocks.

# A VOICE AT THE TABLE

# Client Advisory Councils

A toolkit for employing the expertise of individuals with lived experience to better serve our communities.





A VOICE AT THE TABLE 11.4.2021

## **OBJECTIVES FOR TODAY'S SESSION**

1. Demonstrate how organizations that incorporate community members with lived experience are better equipped to make their services more focused, efficient, integrated, culturally appropriate, and sustainable.
2. Describe how our toolkit could provide information on how to create an inclusive organizational environment and improve hunger relief strategies by involving individuals who have life experience with food insecurity. This information can then be utilized in planning, strategy implementation, practice reviews, policy development, and leadership.
3. After attending the session participants will be able to design and implement an action plan, using the resources in the toolkit, to launch their own CAC.





# Harnessing the power of communities to end hunger.

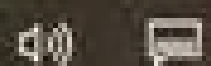
Beyond Hunger creates solutions to end hunger at every stage of life through our comprehensive programs providing emergency food to families in need, feeding kids when school is out, and delivering groceries to homebound older adults. Our community partnerships help us identify pockets of hunger and meet the need together.



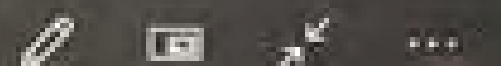


About Beyond Hunger

00:37



00:43





A VOICE AT THE TABLE 11.4.2021

HUNGER

# INTRODUCTIONS



Bri Kellogg

NUTRITION EDUCATION  
COORDINATOR AND  
DIETITIAN



Monnette Bariel

VOLUNTEER TALENT AND  
INCLUSION MANAGER



Rudolfo Flores

CLIENT ADVISORY COUNCIL  
FOUNDING MEMBER





# HOW IT STARTED?



“When lived experience perspectives are included in the planning, design, implementation, and evaluation stages of hunger relief efforts, the quality, impact of services or products, and ability to develop innovative approaches that reach the target population and effectively meet their needs are vastly improved. Lived experience insights can also be extremely valuable in contributing to effective communication, enhanced safety, as well as enriched support for entire communities.”



# OUTREACH TO DATE



## CLIENT SURVEY

- Increase response rate by our clients
- Create confidence within our community, clients concerns being heard
- Create meaningful change

## WELLNESS CHECKS - PANDEMIC RESPONSE

- CAC outreach to our community
- Response was overwhelmingly positive and heartfelt

## ADVOCACY - CHANCE TO IMPACT POLICY

- CAC participated in community conversations with Hunger Free America/Joel berg, Rush University Medical Center's Community Health Equity and Engagement, Austin Fresh for a new program proposal for Spring of 2022.

# TOOLKIT

MATERIALS AND STARTERS TO GET  
YOU STARTED

To download materials visit:  
[gobeyondhunger.org/CACTOOLKIT](http://gobeyondhunger.org/CACTOOLKIT)

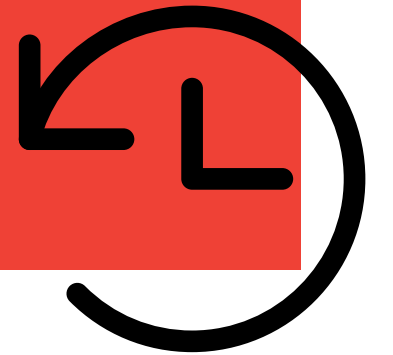
GOAL  
WORKSHEET



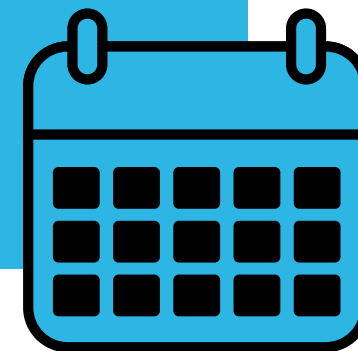
BYLAWS



GOALS



TIMELINE



RECRUITMENT  
MATERIALS



APPLICATION



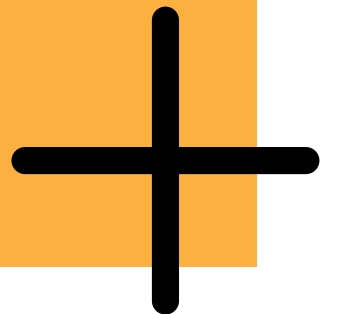
CHOOSING A  
NAME



INCENTIVIZING



ADDITIONAL  
RESOURCES







# SMARTIE

## STRATEGIC

Reflects an important dimension of what your organization seeks to accomplish (programmatic or capacity-building priorities).

## MEASURABLE

Includes standards by which reasonable people can agree on whether the goal has been met (by numbers or defined qualities).

## AMBITIOUS

Challenging enough that achievement would mean significant progress—a “stretch” for the organization.

## REALISTIC

Not so challenging as to indicate lack of thought about resources, capacity, or execution; possible to track and worth the time and energy to do so.

## TIME-BOUND

Includes a clear deadline.

## INCLUSIVE

Brings traditionally marginalized people—particularly those most impacted—into processes, activities, and decision/policy-making in a way that shares power.

## EQUITABLE

Seeks to address systemic injustice, inequity, or oppression.



BYLAWS



A VOICE AT THE TABLE 11.4.2021

- PURPOSE
- MEMBERSHIP REQUIREMENTS
- SELECTION PROCESS
- MEETINGS
- TASKS
- FEEDBACK
- EXPECTATIONS
- COMPENSATION





A VOICE AT THE TABLE 11.4.2021

- **1. Creation of FY22 CAC Goals**
- **2. Start the recruitment process for 3 – 5 new members, completed by February 2022**
- **3. Create and implement Spring Client Needs Survey**
- **4. Initiate community outreach to recently increased populations served**
- **5. Assist with the Nutrition Education Spring programs**



## TIMELINE



## A VOICE AT THE TABLE 11.4.2021

### Fall 2019

Program Assessment Committee was formed including Board, staff, volunteers, and clients.

### September – October 2019

Creation and implementation of Community Survey #1

### November – December 2019

Disseminate survey results to our community.

### February 2020

Community Survey #2 regarding in-house and mini client choices.

### April and May 2020

CAC helps launch online Nutrition Education program.

### May – June 2020

Community Survey #3 – “How do you want to receive food?”

### May 2020 - June 2020

Wellness checks to community (100 clients)

### Spring 2021

Community Survey #4 – revisited “How do you want to receive your food?”

### Fall of 2021

Began the creation of CAC Bylaws.

### Winter of 2021

Recruitment of new CAC members.



RECRUITMENT  
MATERIALS



A VOICE AT THE TABLE 11.4.2021

Admin · Just now ·

We need your voice. Apply to be part of Beyond Hunger's Client Advisory Council.

As we strive to meet the needs of our community with dignity and respect, your talent and expertise is needed. Beyond Hunger's Client Advisory Council (CAC) needs a few more members to help make an impact.

Learn more about the CAC and how this group has already helped to change and direct Beyond Hunger's policies. Click for application and details:

<https://www.gobeyondhunger.org/CAC>

# WE NEED YOUR VOICE

Like

Comment

# Food Box News

Summer 2021

## WE NEED YOUR VOICE

As Beyond Hunger grows we need more input and diverse perspectives. Get involved and help make an impact. Our Client Advisory Council (CAC) meets formally once per month and is looking for new members. The CAC has helped direct food choices, programming, and has helped ensure the well being of our community.

Visit [GoBeyondHunger.org/CAC](https://www.gobeyondhunger.org/CAC).

### BEYOND THE KITCHEN— OVEN ROASTED LEMON-HERB CHICKEN BREASTS RECIPE

Serves 4 | Per Serving - Calories: 250, Saturated Fat: 3.4g, Sodium: 53mg & Total Sugars: 0.4g

#### Ingredients

- 1 lb. bone-in chicken breasts
- 2 tbsp olive oil
- 2 tbsp lemon juice
- 1 tbsp Herbs de Provence\* or Italian Seasoning
- Salt & pepper as needed

#### Instructions

- Step 1: Begin by marinating the chicken. Add the chicken, olive oil, lemon juice, herbs, salt, and pepper to a large Ziplock bag. Massage the bag to distribute the ingredients and marinate in the fridge overnight.
- Step 2: Preheat oven to 400F.
- Step 3: Heat an oven safe pan over medium heat on the stovetop. Add butter and olive oil to the pan.
- Step 4: Sear the chicken breast skin-side down until golden. Cook for an additional 10 minutes.
- Step 5: Pour dry white wine or chicken broth into the pan. Stir up the brown bits that remain in the pan. Place the chicken skin side up.
- Step 6: Cover and place the pan into the oven for 20 minutes.
- Step 7: Remove from the oven. Spoon the juices over the chicken. Add mushrooms to the pan.
- Step 8: Place the pan uncovered back in the oven for 10 minutes or until the chicken is cooked through.
- Step 9: Remove the pan from the oven. Plate the chicken with mushrooms. Top with fresh herbs and color. Enjoy!

#### HOURS OF OPERATIONS

Wednesdays 3:30 - 5:30 pm  
Saturdays 9:00 - 12:00 pm

**BEYOND HUNGER**

[www.GoBeyondHunger.org](https://www.GoBeyondHunger.org)  
708-386-1324

# WE NEED YOUR VOICE

Three years ago, Beyond Hunger consulted with a number of cooking class participants to get early feedback for a new food pantry program. Their frontline feedback was essential to the success of that initiative. We quickly realized how vital their voices would be moving forward, helping to direct Beyond Hunger programs and policy. The Client Advisory Council (CAC) was officially formed.

The CAC now meets formally monthly—an integral part of our organization's growth and an important voice locally and nationally regarding hunger rights.

As we strive to meet the needs of our community with dignity and respect, their talent and expertise is fundamental.

This group is expanding.

As Beyond Hunger programs grows we need more input and more diverse perspectives. If you've participated in any of Beyond Hunger's programs and want to get more involved, fill out the CAC Application form. Once received and reviewed a Beyond Hunger staff member will contact you to review the next steps of the application process.

Apply today.

Email Monnette Bariel, Volunteer Talent and Inclusion Manager:  
[Monnette@GoBeyondHunger.org](mailto:Monnette@GoBeyondHunger.org)



## APPLICATION





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A stylized illustration of a computer monitor with a grey stand. The screen shows a web form titled 'CAC Application, Beyond Hunger'. The form has a teal header with the 'BEYOND HUNGER' logo. Below the header is a paragraph of text, followed by a login section for 'oakparkriverforestfoodpantry@gmail.com' with a 'Switch account' link. At the bottom is a text input field labeled 'First Name' with a placeholder 'Your answer'. The monitor has four teal dots in the bottom right corner.

**BEYOND HUNGER**

### CAC Application, Beyond Hunger

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 oakparkriverforestfoodpantry@gmail.com (not shared)   
[Switch account](#)

First Name

Your answer



CHOOSING A  
NAME



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**CLIENT. PARTICIPANT. GUEST.  
COMMUNITY.**



INCENTIVIZING



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"Members will be compensated at the rate of \$15/hour via gift card or cash as desired by the CAC member."





**Racial Equity and Hunger National Learning Network**  
[racialequityhunger.org](http://racialequityhunger.org)

**The Management Center**  
[managementcenter.org](http://managementcenter.org)

**Board of Innovation**  
[boardofinnovation.com](http://boardofinnovation.com)



# LESSONS LEARNED



## LESSON 1

.....

Allow the council members to guide the process.

## LESSON 2

.....

Create a structure before establishing council members.

## LESSON 3

.....

Keep the council engaged throughout next steps.





# FUTURE GROWTH



- PUBLIC POLICY ADVOCACY
- COMMUNITY HEALTH AMBASSADOR
- POST PANDEMIC PROTOCOLS & INTRODUCING THE "NEW NORMAL"
- REVIEW OF OPERATIONAL PRACTICES





# BREAKOUT QUESTION AND ANSWER

1



QUESTIONS FOR  
ORGANIZATIONAL LEADERSHIP

Michele Zurakowski, PhD CEO

Ricardo Garcia, Senior Pantry  
Programs Manager

2



QUESTIONS ON COMMUNITY  
OUTREACH THROUGH THE CAC

Bri Kellogg, Nutrition and Health  
Education Coordinator

Tracey Showers, Client Advisory Council  
Member & Pantry Participants

3



QUESTIONS FOR COUNCIL MEMBERS

Monnette Bariel  
Volunteer, Talent, and Inclusion Manager

Rudolfo Flores, Client Advisory Council  
Member & Program Participant